

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

ASSISTANT CUSTOMER SERVICES SUPERVISOR

DEFINITION:

Under direction, to assist in planning, directing, and administering the City's water and sewer customer services activities; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Assists in planning, coordinating, and implementing the water and sewer billing, collection, service, records, field investigation, meter reading, and delinquent account functions;
- Assists in establishing and revising work programs and schedules;
- Plans, implements, and coordinates an employee training program for customer service activities;
- Develops and outlines a detailed procedural training manual for customer service employees;
- Assists in interpreting and recommending revisions to departmental rules, regulations, and policies;
- Interprets department and division policies and procedures pertaining to customer service functions;
- Contacts customers on payment and abnormal water use problems;
- Resolves difficult customer and employee relation problems;
- Assists in coordinating of ADP requirements with Data Processing Department;
- Supervises, rates, and trains subordinates.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Two years of experience supervising a utility customer service function.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.